

FAQs for Online Teaching (Student)

General 001	Internet Connection Questions - As I am not in Hong Kong, may I have the VPN software/account provided by CPCE so that I can access to HK website?
Teams 001	How to use Microsoft Teams (MS Teams)
Teams 002	Download and install MS Teams
Teams 003	Where can I find the Official User Guide of MS Teams?
Teams 004	Where can I download MS Teams?
Teams 005	What are the hardware requirements for installation of MS Teams?
Teams 006	Which browsers can I use if I cannot install MS Teams Software?
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Teams 009	How to turn-on/off Teams Notification?
Teams 010	How to upload and change your background image in MS Teams?
Teams 011	Why “Open share tray” is empty (MacOS)?
Zoom 001	Download and install Zoom
Moodle 001	How can I take attendance on Moodle?
Moodle 002	I received a lot of emails from Moodle discussion forum every day, can I receive only one email that combined all emails daily? Or simply turn-off (not subscribe) the email notification?

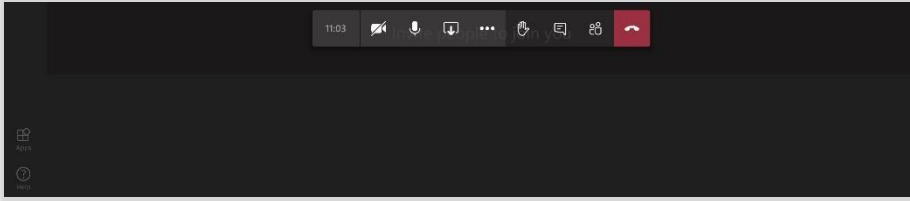
General

General 001	<p>Internet Connection Questions - As I am not in Hong Kong, may I have the VPN software/account provided by CPCE so that I can access to HK website?</p> <p>CPCE will not provide VPN software to students, please check with your local internet service provider if you cannot access to moodle.cpce-polyu.edu.hk</p>
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Using Teams

Teams 001	<p>How to use Microsoft Teams (MS Teams)</p> <p>Video Guide</p>
Teams 002	<p>Download and install MS Teams</p> <p>Video Guide</p>
Teams 003	<p>Where can I find the Official User Guide of MS Teams?</p> <p>Official Training Materials: https://docs.microsoft.com/en-us/microsoftteams/enduser-training</p>
Teams 004	<p>Where can I download MS Teams?</p> <p>https://teams.microsoft.com/downloads</p>
Teams 005	<p>What are the hardware requirements for installation of MS Teams?</p> <p>https://docs.microsoft.com/en-us/microsoftteams/hardware-requirements-for-the-teams-app</p>
Teams 006	<p>Which browsers can I use if I cannot install MS Teams Software?</p> <p>https://docs.microsoft.com/en-us/microsoftteams/limits-specifications-teams#browsers</p>

Teams 007	<p>How to Join the meeting if I am using <u>mobile phone</u>?</p> <p>https://www.youtube.com/watch?v=TcU2JRpZaQ8</p>
Teams 008	<p>How to Join the meeting if I am using <u>computer</u>?</p> <p>https://support.office.com/en-us/article/join-a-teams-meeting-078e9868-f1aa-4414-8bb9ee88e9236ee4?ui=enUS&rs=en-US&ad=US</p>
Teams 009	<p>How to turn-on/off Teams Notification?</p> <p>Click your name of profile at the upper right-hand corner in Teams, then go to "Settings" > "Notifications" to change the notification settings. For example, to turn-off the Notification of Chat messages, choose 'Off' at Chat messages.</p> <p>Video: https://www.youtube.com/watch?v=i22TJkYzmpA</p>
Teams 010	<p>How to upload and change your background image in MS Teams?</p> <p>Video Guide</p> <p>(1) Download a background image e.g.: CPCE virtual background from one of the following</p> <p><u>Choose one of the background images from the following sites:</u> HKCC: https://www.cpce-polyu.edu.hk/page/detail/2301 SPEED: https://www.cpce-polyu.edu.hk/page/detail/2302 CPCE: https://www.cpce-polyu.edu.hk/page/detail/2303</p> <p><u>To save the background image if you are using</u></p> <ul style="list-style-type: none"> • Google Chrome or Firefox browser, right click your mouse, choose 'Save Image As' to save the image in your local hard disk • Microsoft Edge browser, right click your mouse, choose 'Save Picture As' to save the file in your local hard disk
	<p>(2) Follow the video guide below to change the virtual background of your Microsoft Teams Profile after download the background image https://www.youtube.com/watch?v=NjPaplyutHI&feature=youtu.be</p>

Teams 011	<p>Why “Open share tray” is empty (MacOS)?</p>  <p>It is noted security setting of MacOS update will cause this issue and user may use the following steps to fix it.</p> <ol style="list-style-type: none"> (1) Go into System Preferences (2) Go into Security and Privacy (3) Click on Screen Recording <p>There should be a check mark beside Microsoft Teams.</p>
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Using Zoom

Zoom 001	<p>Download and install Zoom</p> <p>Video Guide</p>
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Using Moodle

Moodle 001	<p>How can I take attendance on Moodle?</p> <p>Using <u>Attendance</u> Module [User Guide] [Video Guide]</p> <p>Using <u>Choice</u> Module [User Guide] [Video Guide]</p>
Moodle 002	<p>I received a lot of emails from Moodle discussion forum every day, can I receive only one email that combined all emails daily? Or simply turn-off (not subscribe) the email notification? [User Guide]</p>